

**XXXXXXXXXXXX**

XXXXXX bldg, XXXXX rd

XXXXXXXXXXXXXXXXXX

Email :XXXX\_XXXXXX @rediffmail.com

Ctc :XXXXXX

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**Education:**

B.Com	March – 2001	Ist Class
Airline Travel Management	July – 2001	Ist Class I.I.T.C.
IATA Foundation	March – 2002	Pass
IATA Management (Level III)	March – 2005	Distinction

**Skills**

- ◆ Knowledge of Amadeus, Galileo ,Qik Sabre and Altea Reservation Systems
- ◆ Knowledge of Computer MS office
- ◆ Have completed short courses of Time Management, Leadership

**EMPLOYMENT & NATURE OF JOBS DONE**

Worked with XXXXXXXXXXXXXXXXXXXX from Aug 2007-Jul 2008 as Pax Sales and Service Agent.

**Duties and Responsibilities Handled**

- **Amendment in existing reservations irrespective of place of issue of ticket.**
- **Making new reservations .**
- **Handled MEDA Cases.**
- **Assisting travel agents in Air Fare Constructions.**
- **Promoted Dubai Stopover packages.**

Worked in XXXXXXXXXXXXXXXXXXXX from Feb 2007-Jul 2007 as Customer Service Executive (Sister Concern of Jet Air )

#### **Duties and Responsibilities Handled**

- Amendments in domestic reservations
- Making new reservations .
- Inform pax about flight delay
- Put tickets for Refunds

*Worked with XXXXXXXXXXXXX from Aug 2003-Jan 2007 as Customer Service Associate in Revenue Management Support India Team for British Airways*

#### **Duties and Responsibilities Handled**

- Knowledge of Final Day Curtain check Project.
- Preupglades Project.
- Over Bookings.
- Group Bookings.
- Crew Booking
- Capture fares of LCC.
- Knowledge of No show Project.
- Res 24 & ZZ Pnrs.

#### *Additional Responsibilities Handled in RMSI Team*

- Worked as a Shift In charge.
- Done Quality Checks on Projects.
- Made Rosters
- Helped Team Leaders in Making Reports.
- Organised Team Outing.

#### *Short Courses Attended*

- Time Management

- **Communication Skills**
- **Team Building**
- **Power of Attitude**

Worked with Canara Tours and Travels Pvt.Ltd, from Jul 2002-Aug 2003

- **Handled Domestic Bookings of all Carriers.**
- **Ticket Issuance of all domestic carriers.**
- **Correspondence with Corporate Customers.**
- **Air Ticket Billing & Credit notes**

<b>Personal Details</b>
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*Indian/Female / Date of Birth: XX-XX-XXXX  
Languages Known :English, Hindi ,Marathi  
Hobbies :Traveling, Listening to Music*

**Date :**

**Place :**

**Signature**